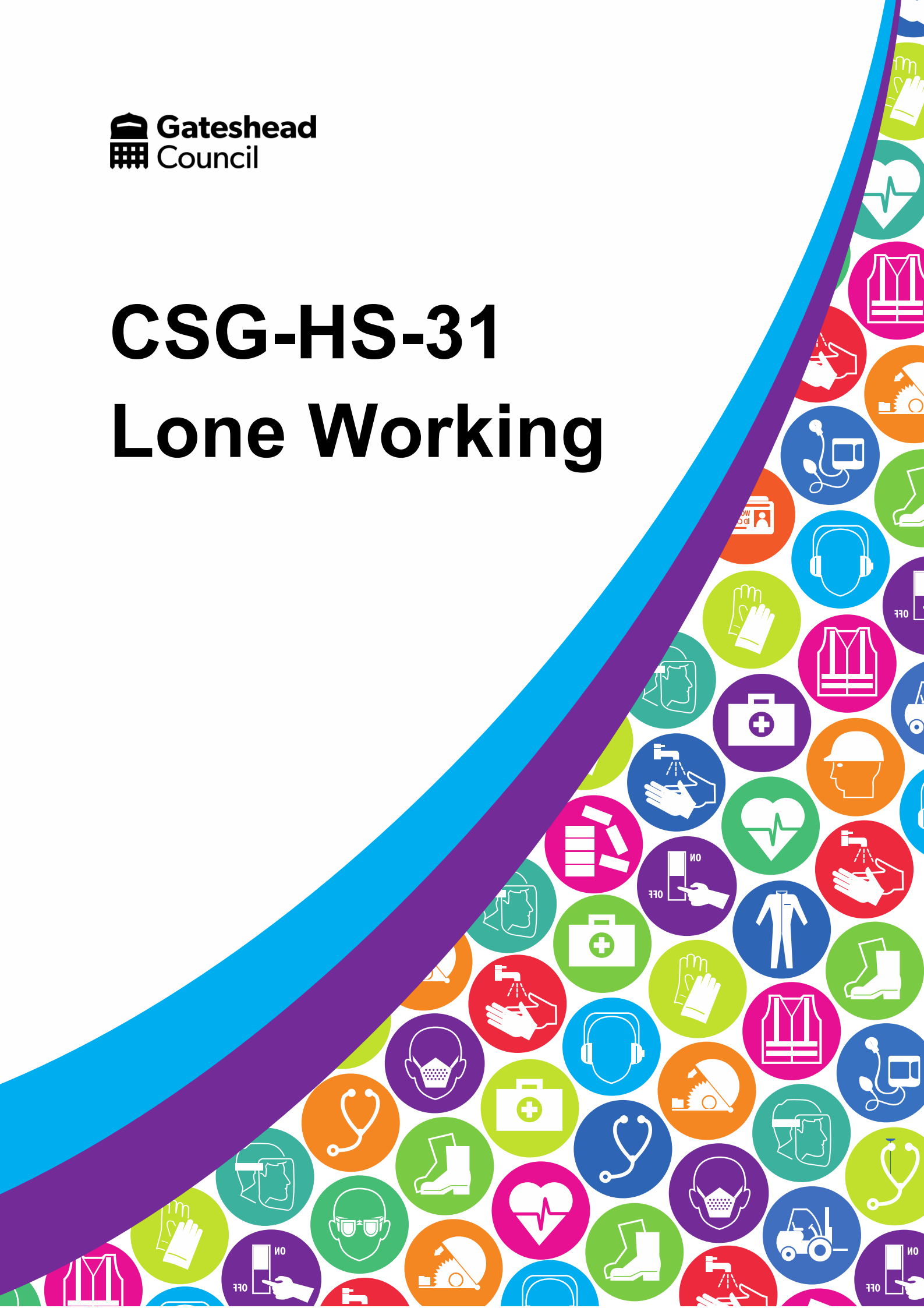


# CSG-HS-31

# Lone Working



## Lone Working (CSG-HS-31)

<b>Issue Date</b>	January 2023	<b>Review Schedule</b>	3- yearly (or sooner if there has been a significant change)
<b>Approvers</b>	Corporate Health and Safety Committee	<b>Cross Applicable Documentation</b>	<b>Reference</b>
<b>Group</b>	Corporate Services & Governance	<b>Service</b>	Human Resources/ Workforce Development/ Health and Safety
<b>Target Audience</b>	<ul style="list-style-type: none"> <li>All Gateshead Council Managers, Head teachers, Service Directors and Service Managers of services/teams</li> </ul>	<b>Compliance</b>	<ul style="list-style-type: none"> <li>Health and Safety at Work etc. Act 1974</li> <li>Health and Safety (First Aid) Regulations 1981</li> <li>Management of Health and Safety at Work Regs 1999.</li> <li>Provision and Use of Work Equipment Regs 1998.</li> </ul>

	<p>where lone working takes place.</p> <ul style="list-style-type: none"> <li>All Gateshead Council employees who are lone workers</li> </ul>		
<b>Scope of Procedure</b>	<ul style="list-style-type: none"> <li>This procedure relates specifically to lone working. (Specific arrangements and guidance in place for violence/aggression are in <a href="#">CSG-HS-79</a> 'Management of Violence and Aggression towards employees guidance'.")</li> </ul>		

*This document forms part of the Corporate Health and Safety procedural arrangements*

<b>Change Record</b>			
<b>Date</b>	<b>Controller</b>	<b>Version</b>	<b>Changes</b>
Jan-24	Corporate H&S team	4	<p>Significant review of existing sections and addition of new sections including :-</p> <ul style="list-style-type: none"> <li>Clarification of the definition of a lone worker</li> <li>Section 7 – Lone working in non-Gateshead Council settings</li> <li>Section 8 – Lone Working from home</li> <li>Section 9 – Personal safety technology</li> <li>Section 11- First Aid provision</li> <li>Section 15 – Non-compliance</li> <li>Section 16 – Duty of care to non-employees</li> <li>Creation of new supporting documents (HS80 and HS 81)</li> </ul> <p>Removal of personal safety guidance which will now be included with CSG-HS-79 'Personal Safety' procedure.</p>
Jan-26	Tony Melia	4.1	<p>Updated several links to HS80 in the document that were displaying the incorrect reference number.</p>

### **Occupational Health and Safety Policy and Guidance in Gateshead Council**

Gateshead Council's Occupational Health and Safety policies/procedures consider current legislation, rules, regulations and best practice guidance from a range of professional and public bodies.

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# 1. Introduction

- 1.1 This procedure details Gateshead Council's arrangements for managing the risks associated with lone working.
- 1.2 The procedure sets out:-
  - responsibilities of those involved
  - how to assess the risks from lone working and the need to implement appropriate control measures and safe working procedures.
  - learning and monitoring requirements.
- 1.3 A **procedure overview** is shown in the flow chart in Appendix 1 [HS 80](#) '*Lone working risk assessment and risk management procedure.*'

## 2. Definitions

Please read the whole document to determine if you are a lone worker/ if you have lone workers within your team.



If your line manager has not identified that you are already are a lone worker and you believe you may be, follow the guidance below and have a conversation with your line manager.

**Actions required for lone workers will be determined by risk assessment** (see Section 5).

- **Lone worker/lone working**

A lone worker is **someone who works by themselves without close or direct supervision.**

Lone workers may be working alone for **all or part of the day**, on a **regular or occasional basis.**

Below are some examples of lone workers, if they are working in one or more of the situations below **and** meet the definition above:

Situation	Examples (not an exhaustive list):
<b>1. Working alone <u>at</u> a fixed base</b>	<ul style="list-style-type: none"> <li>– Caretakers in high rise flats,</li> <li>– Sheltered Scheme officers.</li> <li>etc.</li> </ul>
<b>2. Working separately from other people on the same premises</b>	<ul style="list-style-type: none"> <li>– Building Management officers</li> <li>– Care takers/site managers</li> <li>– Cleaners</li> <li>– Repairs and maintenance workers,</li> <li>– Teaching/ support staff working alone with young people</li> <li>– Receptionists</li> <li>– Kitchen staff</li> <li>– Staff conducting meetings with members of the public</li> <li>etc.</li> </ul>
<b>3. Working alone outside of normal working hours</b> (building dependent but usually outside of 8am -5pm Monday-Friday)	<ul style="list-style-type: none"> <li>– On-call/out of hours workers</li> <li>– Emergency responders</li> <li>– Staff who start early or finish late</li> </ul>
<b>4. Working at home (includes hybrid workers)</b>	

<b>5. Working alone and/or working without other Gateshead Council staff) <u>away</u> from a fixed base</b>		
a) <i>out in the community</i>	<ul style="list-style-type: none"> <li>– AMHPs</li> <li>– Parking enforcement officers</li> <li>– Delivery drivers</li> <li>– Street Scene operatives</li> <li>– Highway operatives</li> <li>– Environmental Health Officers</li> </ul>	<ul style="list-style-type: none"> <li>– Social workers</li> <li>– Traffic crossing patrols</li> <li>– Grounds maintenance workers</li> <li>– Commissioning staff working without other Gateshead Council staff in non-Gateshead Council settings etc.</li> </ul>
b) <i>visiting people's homes</i>	<ul style="list-style-type: none"> <li>– Social workers</li> <li>– Domiciliary care workers</li> <li>– SEND &amp; Inclusion staff</li> <li>– Repairs and maintenance workers</li> </ul>	<ul style="list-style-type: none"> <li>– Housing officers</li> <li>– School liaison officers etc.</li> </ul>
c) <i>on construction/project sites</i>	<ul style="list-style-type: none"> <li>– Surveyors</li> <li>– Building inspectors</li> </ul>	<ul style="list-style-type: none"> <li>– Construction workers etc.</li> </ul>

**The above table also applies to volunteers and others who are carrying out work on behalf of the Council (Section 17).**

- **Alarm Receiving Centre (ARC)**

A 24/7 remote monitoring facility (in-house or external depending on the personal safety technology) where trained operators receive alerts and activations from personal safety technology and respond accordingly, in line with pre-agreed procedures.

- **Corporate Warning Alert System (CWAS)**

The Corporate Warning Alert System (CWAS) is a Gateshead Council software solution used to store data on violent people and potentially violent people (PVPs). It pulls information from different databases and source systems used by services across the Council (e.g., Northgate, Mosaic etc) so that users have access to information from across Council services.

CWAS is in place to ensure that Gateshead Council employees/Councillors who are required to carry out planned meetings with clients and members of the public have access to this data prior to meetings and visits taking place, and can risk assess accordingly.

- **Dynamic risk assessment**

A continuous process of identifying hazards, assessing risk and taking action to eliminate or reduce the risk in the context of a potentially rapidly changing situation (see section 5.3)

- **Incident**

An incident is an occurrence, condition, or situation arising whilst carrying out work duties or arising from work duties, that resulted in or could have resulted in injuries, illnesses, fatalities or damage to health or property.

- **Near Miss**

A near miss) is a type of incident. It is any unsafe event that occurs whilst at work or arising from work, that does not cause harm, but has the potential to have caused injury or ill health.

### **Personal safety**

- An individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others.

- **Personal safety technology**

Tools, apps, and services, including wearable and non-wearable devices which can be used to raise the alarm in an emergency situation or be used to communicate with/ be heard by an alarm receiving centre if an employee feels threatened.

Personal safety technology must be used in conjunction with other safe working procedures for lone working, identified through risk assessment.

- **Safe Working Procedures (SWP)**

Clear documented procedures detailing how work should be carried out safely, to eliminate/ minimise the risks associated with the work activity.

In this procedure, this refers to the safe working procedures required to ensure that lone working can be carried out safely.

## 3. Roles and Responsibilities

### 3.1 Service Director/Service Manager Responsibilities

- 3.1.1 Ensure that where lone working risk assessments are required in their service, they:
- have been completed in accordance with guidance in [HS80 'Lone working risk assessment and risk management procedure.'](#) and [CSG-RA-03' Lone working risk assessment template'](#)
  - are reviewed at least annually/ as required (Section 5).
- 3.1.2 Carry out a review annually or as needed to ensure that: -
- lone workers have been identified within their service.
  - personal safety technology has been/ is being considered and provided where necessary.

### 3.2 Manager / Headteacher Responsibilities

- 3.2.1 Identify all employees within their team who are lone workers, in line with the definition of a lone worker in Section 2, keep a current list and update it as necessary (Section 4).
- 3.2.2 Complete specific lone working risk assessments where required for their team, following guidance in [HS 80 'Lone working risk assessment and risk management procedure.'](#) and by making template form [HS-RA-03 'Lone working risk assessment'](#) specific to their team (Section 5)
- 3.2.3 Ensure it is clear within the team/school risk assessment (and where applicable employee specific risk assessments) which of the team's work activities must not be undertaken alone, and that this is clearly communicated to the team.
- 3.2.4 Develop, implement, and review specific safe working procedures for lone working as an outcome of the risk assessment (Section 6).
- 3.2.5 Consult with employees on lone working risk assessments, safe working procedures and emergency arrangements, and their reviews.
- 3.2.6 Where employees are required to lone work in non-Gateshead Council settings, liaise with the relevant manager to ensure appropriate risk assessments and safe working procedures are in place. (Section 7)
- 3.2.7 Ensure mandatory learning in Section 9 is reflected in the team's mandatory learning on Learning Hub (liaise with Workforce Development as necessary to

ensure this is in place) and identify any additional learning that may be required.

- 3.2.8 Carry out monitoring of lone working practices and procedures in line with Section 10.
- 3.2.9 Where safe working procedures are not being followed, establish fully why they are not being followed and take fast and appropriate action to address any operational/technology related reasons for this.
- 3.2.10 Hold regular meetings with lone workers to discuss work issues and to monitor lone working. These meetings should be held at least quarterly (and could form part of 1:1s/other catchups).
- 3.2.11 Where personal safety technology is required, ensure that this is procured, used, and monitored in accordance with Section 9 and [HS82](#) '*Personal safety technology protocol*'.
- 3.2.12 Ensure that the relevant alarm receiving centre is kept up to date with any changes to employees' personal details/ manager details.
- 3.2.13 Be familiar with, and follow, [CSG-HS-79](#) '*Management of Violence and Aggression towards employees guidance*' where there are any member(s) of their team who are required to meet with clients/tenants/service users/members of the public who may be violent/aggressive.
- 3.2.14 Provide appropriate supervision where required in higher risk situations identified in the lone working risk assessment, and for new/inexperienced lone workers (Section 12).
- 3.2.15 Ensure that where lone workers are required to carry out planned meetings with clients/tenants/service users/members of the public they are given access to the Corporate Warning Alert System (CWAS), or are made aware of the key contacts who can access the system on their behalf (see '*CWAS procedure and user guide*').
- 3.2.16 Be supportive of lone workers who have been involved in an accident, near miss or other type of incident, and ensure additional support such as time-out, a referral to an Occupational Health Counsellor etc. is offered as appropriate.
- 3.2.17 Ensure that H&S related incidents (including near misses) involving lone workers are reported using the [incident report form](#) to [csghealthandsafety@gateshead.gov.uk](mailto:csghealthandsafety@gateshead.gov.uk). If appropriate refer the employee to the Occupational Health Unit for advice and/or additional support where required.
- 3.2.18 If lone working is a key requirement of the role ensure that the job description explicitly explains this.

## 3.3 Employee Responsibilities



3.3.1 Take care of yourself and others and co-operate with your manager in relation to arrangements in place to protect you at work.

This includes ensuring you are familiar with and are following the lone working procedure and the specific risk assessment in place for your team, as well as any individual risk assessment where this is required.

3.3.2 Attend any learning events that are deemed essential for your health, safety and welfare at work.

3.3.3 Provide feedback on risk assessments and safe working procedures to your manager, if current procedures are not working in practice and/or other changes need to be made.

3.3.4 Inform your manager of any health issues which might affect your work. This includes (but is not restricted to) the following, which may affect or restrict the work activities you are capable of carrying out without putting yourself or others, at additional risk:

- a new/change in an existing medical/health condition or injury
- pregnancy
- a mental health/wellbeing issue
- prescribed medication which may affect your ability to work safely/ work alone.

3.3.5 Dynamically risk assess situations before and during lone working when required (Section 5.3) and do not start/continue with work where you have identified it is unsafe to do so.

3.3.6 Notify your manager/nominated person ASAP of any changes to personal details which may be required in the event of an emergency (e.g., next of kin).

3.3.7 Report all incidents involving lone working (including near misses) on an [incident reporting form](#).

3.3.8 Inform your manager of:-

- work activities or situations which you are/ become aware of that could foreseeably give rise to an unacceptable level of risk.
- any issues/defects with personal safety technology or other equipment provided to support with lone working.
- any issues/concerns regarding other control measures that have been implemented for your safety whilst lone working.

3.3.9 Report any unresolved H&S concerns relating to lone working to the H&S team (see box below).

If health and safety concerns have been raised with the manager and/or Senior Management and there has been no appropriate resolution, employees should contact the [Health and Safety team](#) for advice.

Email the central mailbox at [csghhealthandsafety@gateshead.gov.uk](mailto:csghhealthandsafety@gateshead.gov.uk) or discuss /email the concerns to a specific H&S officer for your service for advice – details [here](#), so these can be followed up to ensure they are appropriately addressed.

These may also be followed up with your H&S representative.

## 3.4 Workforce Development Responsibilities

3.4.1 Work with Service Managers, Schools CPD Manager and Learning and Development Groups (previously TAGs) to ensure that suitable and sufficient learning events are made available for lone workers, and compliance with mandatory learning is monitored.

3.4.2 Produce learning reports for Managers to outline compliance with mandatory learning as required so that Managers can take action where needed.

3.4.3 Support Managers to identify learning needs (learning needs analysis) and complete mandatory learning matrices (record of learning needs analysis) for their teams as required.

## 3.5 Corporate Procurement Responsibilities

3.5.1 Maintain a current list of approved suppliers of personal safety technology.

3.5.2 Support managers with any issues relating to the procurement of personal safety technology and take appropriate actions with suppliers if required.

## 3.6 Health and Safety Team Responsibilities

3.6.1 Ensure this procedure is reviewed, maintained and updated in line with changes to legislation.

3.7.1 Communicate all changes to the procedure with all key stakeholders in a timely and efficient manner.

# 4. Identifying Lone Workers

4.1 Each service/ team/ school should keep a current document detailing who their lone workers are, which is updated as necessary. This can be a list of names or job roles, and should be reviewed annually as a minimum.

This demonstrates that the service/team/school have identified their lone workers. It is required to ensure that the appropriate control measures (including learning, briefings, personal safety technology, and, where applicable individual risk assessments) are in place for/assigned to these employees.

## 5. Risk Assessments

There are greater risks for lone workers if they are without direct supervision or anyone to help them if things go wrong. That being said...



### **Doubling up for work activities**

(e.g., a home visit where there is a risk of violent/aggressive behaviour), **without ensuring adequate control measures are also in place does not eliminate or reduce the risk to the employees involved, and could increase the risk.**

### 5.1 Carrying out and recording lone worker risk assessments.

- 5.1.1 A lone working risk assessment (s) must be carried out for each team/service/school, which is specific to their lone working activities, or lone working included in the risk assessment for that activity.
- 5.1.2 An employee specific risk assessment must be carried out where required, in accordance with [HS 80](#).
- 5.1.3 Lone worker risk assessments must be completed following the requirements in the flow chart in [HS 80](#) 'Lone working risk assessment and risk management procedure'.

Follow guidance in [HS 80](#) to determine: -

- a) **High risk** activities which must not be carried out by lone workers.
  - b) **Medium risk** activities which require personal safety technology to be provided.
  - c) **Low risk** activities which may require personal safety technology to be provided, depending on the outcome of the lone working risk assessment
- 5.1.4 The risk assessment must clearly identify any of the team's work activities which must not be carried out by lone workers and this must be clearly communicated to the team/ individual.

- 5.1.5 PET (People, Environment, Task) must be considered as part of the assessment.
- **People** - risks arising from who the workers are likely to meet (members of the public, potentially violent people, colleagues from other organisations, service users etc.)
  - **Environment(s)** – risks arising from the work environment(s) of the employees e.g. office, public place, client's homes, public park, roadside etc.
  - **Tasks** the workers are required to carry out (e.g. cleaning, operating machinery, supporting pupils/service users, office work etc).
- 5.1.6 The risk assessment must clearly detail the control measures that are/ need to be in place to ensure that the risks to lone workers are adequately controlled. This must include the requirement for lone workers to undertake dynamic risk assessments and act accordingly.
- [HS-RA-03](#) 'Lone working risk assessment' is to be used as a template document and made specific to the team's activities and control measures.
- 5.1.7 It must make reference to/ link to the team's supporting documents such as safe working procedures, personal safety device protocols etc.
- 5.1.8 The lone working risk assessment can be one document covering all work activities or can be incorporated into the risk assessments for the appropriate work activities.
- 5.1.9 Lone workers must be consulted on the lone working risk assessment(s) and arrangements in place for them/ their team/service and any significant review of these.

### 5.3 Dynamic risk assessment



Dynamic risk assessments are not documented and must be done in real time by, assessing any risks to your health and safety which may arise in the potentially rapidly changing real life situation you are in at the time.

This allows you to make quick decisions and take appropriate action as necessary in response to the situation – for example to continue with the work activity at that point in time or to stop and withdraw from the situation.

Further guidance on dynamic risk assessment is available in [CSG-HS-40 'Risk Assessment'](#) and it is covered in Lone working e-learning and personal safety learning

- 5.3.1 Dynamic risk assessments must be carried out **in addition to**, not instead of, documented risk assessments which are in place for lone working activities.

## 6. Safe working procedures (safe systems of work)

- 6.1 As an outcome of the risk assessment, where applicable, the manager must create, document and implement a safe working procedure(s) (SWP) for their lone workers.
- 6.2 The SWP must include the following, alongside any other relevant details:-
- How employees will be supervised (if required).
  - Procedures for recording details of where they are going, who they are meeting, appointment time and estimated duration (e.g. use of Whiteboard, Outlook calendar etc),
  - Details of planned contact/check ins with lone workers (including frequency and who by).
  - Equipment required to support lone workers e.g., mobile phones, tablet devices, personal alarms, personal safety technology etc.
  - Escalation procedures in the event of an emergency/ no response/ no contact from a lone worker.
  - How lone workers raise the alarm in the event of an emergency.
  - What lone workers should do if they encounter something/are expected to carry out an activity outside their learning and competency.
- 6.3 The safe working procedure must be reviewed alongside the risk assessment in line with the flowchart in HS 80 *'Lone working risk assessment and risk management procedure'*.
- 6.4 Lone workers must be consulted on the specific lone working safe working procedure(s) in place for them and any significant review of the procedure

## 7. Gateshead Council employees lone working in settings which are not owned/ managed by Gateshead Council

Examples include Cleaners, Catering Assistants, EducationGateshead Support staff working in academies, or other buildings which are not owned or managed by Gateshead Council etc.

- 7.1 Managers must ensure that before any lone working takes place in other settings, they liaise with the relevant manager from each setting, to ensure that appropriate risk assessments and safe working procedures are in place.

Gateshead Council is responsible for ensuring these risk assessments are completed and safe working procedures are in place.

7.1 This must include where applicable (examples only):-

- Arrangements in place for safe access and egress from the premises (including cold weather gritting arrangements).
- Security arrangements for the building/site whilst the lone worker is on the premises.
- Arrangements for signing in and out of the setting.
- Being clear on the roles and responsibilities of the lone worker whilst they are in the building.

## 8 Lone Working from home

A balanced and proportionate approach must be taken for employees who are lone working from home (either as a home worker or as part of SMART working).

([HS51](#) should be completed for all employees who are working from home)

8.1 Alternative arrangements must be made for the employee to work from a Gateshead Council workplace or another suitable location if reasonably practicable control measures cannot be taken to protect them when they are working from home.

8.2 Where employees work from home, suitable and sufficient monitoring arrangements (regular check ins with the lone worker) must be in place. It is the responsibility of the employee and their line manager to agree the frequency of check-ins, as each employee may have different requirements.

8.3 The frequency of check-ins will depend on the individual employee/ line manager agreements based on the employee's work activities and and/or their personal circumstances (see Table 1 in [HS 80](#)).

8.4 Escalation arrangements must also be in place in the event of no response.

## 9 Personal Safety technology

9.1 Personal safety technology is a reactive control measure and must be considered as this when carrying out lone working risk assessments and implementing safe working procedures.

**! Personal safety technology must not be used as a substitute for other necessary control measures or to justify that necessary proactive control measures are not required.**

9.2 Where the team/service/ individual specific risk assessment identifies the need for personal safety technology, an appropriate 'solution(s)' must be procured via Corporate Procurement, in consultation with the lone worker(s).

9.3 Registration with the Care Call '*lone worker monitoring system*' is the minimum personal safety technology required for lone workers who are working out of hours. It will not be appropriate for use by all teams/ services/individuals.

For 'one-off' out of hours work, this must be risk assessed and suitable alternative arrangements must be in place.

9.4 [HS 81 Personal safety technology protocol](#) (*in consultation*) must be made specific to the team/individual. It must be signed and followed by all lone workers issued with personal safety technology and their manager.

## 10. Emergency Procedures and Escalation Processes

10.1 Documented emergency (escalation) procedures must be in place. These are to be activated (for example) in the event of an employee not returning by the expected time, or not responding to a check in call.

The escalation procedure will depend on the individual employee, their work activities and whether they require personal safety technology.

### **Example only for an employee with a Solo Protect personal safety device who is out on planned visits in the community :-**

Employee is not back by expected time/does not respond to scheduled check in



Initial call to employee from the call centre



No response - escalation to nominated contacts (e.g. Manager/Supervisor/ Senior)



Escalation to employee's nominated emergency contact(s)



Continued no contact from employee



Contact Police

10.2 Procedures must be documented in consultation with lone workers and, where applicable (if personal safety technology is being used), in consultation with the relevant call centre

- 10.3 The escalation process must be tested to ensure it is workable for the team/service in practice and must not be reliant upon one manager (who may not be available at the time).
- 10.4 Escalation procedures must also be updated as and when necessary, in line with any changes.
- 10.5 Each service/ team must ensure they keep emergency contact details and other information which may be required in an emergency, up to date.
- 10.6 Lone workers are responsible for ensuring they inform their supervisor/ manager of **any changes** to their emergency contact details and information as soon as possible.

If personal safety technology is connected with a call centre, the relevant call centre must also be notified of these changes as soon as possible.

## 11. First Aid Provision

- 11.1 The lone worker risk assessment should identify whether lone workers should:
- carry first aid equipment/ what access they have to first aid facilities .
  - receive first aid learning, which includes self-administered first aid.
- 11.2 [HS31](#) 'First Aid Needs Assessment Checklist' can be used to help determine what first aid arrangements are required.

## 12. Supervision Considerations

- 12.3 Managers must ensure that they maintain **regular contact** with lone working employees.
- 12.4 The **level and frequency of supervision** required must be determined by the risk assessment, taking into account individual's capabilities and needs, as well as the risks involved in their lone working activities.

Supervision methods may include: -

- Periodic on-site visits
- Check-in texts
- Scheduled phone calls.
- Regular team meetings (e.g., daily, or weekly)
- Teams calls or other video call check ins.

## 13. Information, instruction and learning

13.1 Lone worker specific learning/instruction is required as a minimum in line with the table below. Refresher learning may also be required following an incident or a long period of absence.

Specific learning required relating to violence/aggression at work is covered under the learning section of CSG-HS-79'

Learning/ briefing required	Available	Who	Refresher interval
1. Lone working - employees	<ul style="list-style-type: none"> <li>E-learning (Learning Hub)</li> </ul>	<ul style="list-style-type: none"> <li>All lone workers</li> </ul>	<ul style="list-style-type: none"> <li>3 yearly</li> </ul>
2. Lone working – managers	<ul style="list-style-type: none"> <li>E-learning (Learning Hub)</li> </ul>	<ul style="list-style-type: none"> <li>All managers who have lone workers in their team</li> </ul>	<ul style="list-style-type: none"> <li>3 yearly</li> </ul>
3. Basic Personal Safety	<ul style="list-style-type: none"> <li>E-learning (Learning Hub)</li> </ul>	<ul style="list-style-type: none"> <li>All employees (excluding those who are required to complete Personal Safety at Gateshead Council learning)</li> </ul>	<ul style="list-style-type: none"> <li>3 yearly</li> </ul>
4. Personal Safety at Gateshead Council	<ul style="list-style-type: none"> <li>Face to face/ virtual learning / briefings in between (Learning Hub)</li> </ul>	<ul style="list-style-type: none"> <li>All employees who have planned face to face meetings with members of the public (this includes clients, service users and customers), carry out home visits, carry out work in people's homes etc).</li> </ul>	<ul style="list-style-type: none"> <li>3 yearly</li> </ul>
5. Service/team/school specific risk assessment and safe working procedure	<ul style="list-style-type: none"> <li>Service/team/ school specific risk assessment consultation and briefing (delivered by manager)</li> </ul>	<ul style="list-style-type: none"> <li>All lone workers</li> </ul>	<ul style="list-style-type: none"> <li>Consultation and briefing when there have been significant changes to the safe working procedure and/or risk assessment.</li> </ul>
6. Equipment/ technology			

provided to support lone workers (e.g. personal safety devices, personal safety alarms, apps	<ul style="list-style-type: none"> <li>Equipment specific learning /briefing (provided by supplier/ manufacturer)</li> </ul>	<ul style="list-style-type: none"> <li>All lone workers issued with the equipment/technology</li> </ul>	<ul style="list-style-type: none"> <li>No requirement for refresher unless indicated by an incident, not using the equipment, employee request etc.</li> </ul>
7. Protocol for the use of personal safety devices and technology ( <a href="#">HS82</a> )	<ul style="list-style-type: none"> <li>E-learning on Learning Hub</li> </ul>	<ul style="list-style-type: none"> <li>All lone workers issued with personal safety devices/technology</li> </ul>	<ul style="list-style-type: none"> <li>Annual refresher briefing delivered by the manager.</li> </ul>
8. Risk assessment learning.	9. Face to face/virtual learning (Learning Hub)	<ul style="list-style-type: none"> <li>Anyone completing lone working risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>3 yearly (full course then refresher)</li> </ul>
10. First Aid learning (level determined by risk assessment – see Section 11)	11. Face to face learning (book on Learning Hub)	<ul style="list-style-type: none"> <li>Determined by risk assessment (See Section 11)</li> </ul>	<ul style="list-style-type: none"> <li>Course dependent</li> </ul>



All employees (including lone workers) must also receive any other appropriate learning for the work activities they are required to carry out, and mandatory H&S learning in accordance with the Corporate mandatory H&S learning matrix and schools H&S learning matrix (EDU-01).

All learning must be identified as part of a learning needs analysis with advice from Workforce Development/ Schools Workforce Development and the Corporate H&S team where required.

## 14. Monitoring

14.1 The following monitoring is required for lone workers as a minimum:

### **Manager/ Workforce Development/ H&S Team**

- Checking provision of, and completion of, mandatory learning and briefings relating to lone working in line with Section 9.

### **Managers:**

- Spot checks to ensure that lone workers in the team/service/school understand and are following lone working risk assessment and safe working procedures in place for them. This should include (where applicable):
  - Checking personal technology usage reports **at least 6-monthly** to ensure it is being used by lone workers in line with the risk assessment and the team/service/school specific protocol for its use.

- Checking usage reports/usage of any other systems which are intended to be checked/used as part of lone working procedures **at least 6-monthly** e.g. Corporate Warning Alert System, Whiteboard, updating Outlook calendar etc.
- Testing specific escalation/emergency procedures for lone workers **at least 6-monthly** to ensure that these are operational and being followed in practice.
- On site spot check monitoring visits **at least annually** where medium risk activities are taking place (refer to HS80 for medium risk activities) to ensure that lone workers understand and are following the lone working risk assessment and safe working procedures in place.
- Checking that any incidents (including near misses) involving lone workers have been reported on an incident form (check following incidents and check if there have been any incidents **as a fixed agenda item in supervisions/ 1:1s**).



Where monitoring identifies that procedures are not being followed, managers must determine why this is the case and take prompt action to address any barriers to procedures being followed. (e.g., issues with personal safety technology, learning needs etc.)

**This must take place before deciding any additional/formal action which may be necessary (see Section 15).**

#### H&S team

- Spot checks/ audits by the Corporate H&S team to ensure that the relevant procedures are being followed and that monitoring is taking place.

## 15. Non-compliance

- 15.1 All employees have a legal duty to use personal safety technology, which has been provided for their own safety, in accordance with risk assessments, safe working procedures and the [HS82](#) 'Personal Safety technology protocol'.

Because it has been provided to help to ensure employee safety, failure to use personal safety technology in accordance with [HS82](#) (*in consultation*) without a reasonable justification (such as equipment failure) is a breach of Council policy and procedures, and may result in a formal investigation being undertaken to determine the facts behind the alleged non-compliance which could result in a formal disciplinary hearing, the outcome of which could be up to and including dismissal.

- 15.2.1 All managers must ensure that monitoring of personal safety technology is only carried out for personal safety purposes, in accordance with [HS82](#) (*in*

*consultation*). Monitoring for any other purpose is a breach of Council policy and procedures, and may result in a formal investigation being undertaken to determine the facts behind the alleged non-compliance which could result in a formal disciplinary hearing, the outcome of which could be up to and including dismissal.

## 16. Duty of care to non-employees

16.1 Where contractors/volunteers/ commissioned services are engaged by Gateshead Council, it is the responsibility of the manager of the team who has engaged them to liaise with them before work commences.

For lone working purposes, this is to ensure that there are suitable arrangements (risk assessments, safe working procedures and emergency procedures) in place to ensure their safety, including whilst working alone. (see [CSG-HS-89](#) 'Assessment, Engagement and Management of Contractors.')



Anyone on a work placement with Gateshead Council who is vulnerable (see Table 1 in HS80 which also applies to volunteers and those on work placements) must not undertake lone working.

Any deviations to this must be discussed with the relevant H&S Officer(s) for the service.

## 17. Support

Please contact the following if additional information or support is required:

### **Care Call**

(for queries/ registration with the Care Call lone worker monitoring system)

**Email:** [natalieproud@gateshead.gov.uk](mailto:natalieproud@gateshead.gov.uk)

**Telephone:** 0191 433 2650

### **Corporate Health & Safety Team**

**Email:** [CSGhealthandsafety@Gateshead.Gov.UK](mailto:CSGhealthandsafety@Gateshead.Gov.UK)

For details of the allocated H&S officer for your Service please [click here](#)

**Telephone:** 0191 433 2272 / 2281 / 2270 / 2236 / 2237 / 3653 / 3855 / 3757

### **Corporate Procurement Team**

**Email:** [procurement@gateshead.gov.uk](mailto:procurement@gateshead.gov.uk)

### **Occupational Health Team**

**Email:** [occupationalhealth@gateshead.gov.uk](mailto:occupationalhealth@gateshead.gov.uk)

**Telephone:** 0191 433 3273

**Referral forms link:** [Occupational Health - Gateshead Intranet](#)

### **Workforce Development**

**Email:** [OrganisationalDevelopmentSupport@Gateshead.Gov.UK](mailto:OrganisationalDevelopmentSupport@Gateshead.Gov.UK)

**Telephone:** 0191 433 8355

# Appendix 1

## [HS80 – Lone Working Risk Assessment and Risk Management Procedure](#)